

SERIAL NUMBER	FILING DATE	CLASS	GROUP ART UNIT	ATTORNEY DOCKET NO.		
09/379,385	08/23/99	705	2761	02950.P015		
APPLICANT	RICHARD NEY, SAN JOSE, CA; KEVIN GARCIA, SAN JOSE, CA; DAVID L. BURNS, SAN FRANCISCO, CA.					
	CONTINUING DOMESTIC DATA*** VERIFIED <u>none</u> <i>DB</i>					
	371 (NAT'L STAGE) DATA*** VERIFIED <u>none</u> <i>DB</i>					
	FOREIGN APPLICATIONS*** VERIFIED <u>none</u> <i>DB</i>					
	IF REQUIRED, FOREIGN FILING LICENSE GRANTED 09/03/99					
Foreign Priority claimed 35 USC 119 (a-d) conditions met		<input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance	STATE OR COUNTRY CA	SHEETS DRAWING 9	TOTAL CLAIMS 27	INDEPENDENT CLAIMS 3
Verified and Acknowledged		Examiner's Initials <i>DB</i>	Initials			
ADDRESS	ANDRE L MARAIS BLAKELY SOKOLOFF TAYLOR AND ZAFMAN LLP 12400 WILSHIRE BOULEVARD 7TH FLOOR LOS ANGELES CA 90025					
	METHOD AND PROCESS FOR ACCUMULATING AND SUMMARIZING DATA FOR DEFINED TIME INTERVALS WITHIN A CUSTOMER INTERACTION SYSTEM					
TITLE						
FILING FEE RECEIVED \$1,016	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for the following:			<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		